Types of Dialogue Examples

Ehsan Fatehifar
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## Seven Types of Dialogue:

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Key for Determining Type of Dialogue in a Case

- IS THERE A CONFLICT?
  - YES
    - IS RESOLUTION THE GOAL?
      - YES: PERSUASION
      - NO: IS SETTLEMENT THE GOAL?
        - YES: NEGOTIATION
        - NO: ERISTICS
  - NO
    - IS THERE A COMMON PROBLEM TO BE SOLVED?
      - YES: INFORMATION SEEKING
      - NO: IS IT A THEORETICAL PROBLEM?
        - YES: INQUIRY
        - NO: DELIBERATION
Persuasion Dialogue Example:

- Adversarial, each party wants to win
- Critical discussion: resolves a conflict of opinions by rational argumentation
  - Paul: My car is safe. (making a claim)
  - Olga: Why is your car safe? (asking grounds for a claim)
  - Paul: Since it has an airbag, (offering grounds for a claim)
  - Olga: That is true, (conceding a claim) but this does not make your car safe. (stating a counterclaim)
  - Paul: Why does that not make my car safe? (asking grounds for a claim)
  - Olga: Since the newspapers recently reported on airbags expanding without cause. (stating a counterargument by providing grounds for the counterclaim)
  - Paul: Yes, that is what the newspapers say (conceding a claim) but that does not prove anything, since newspaper reports are very unreliable sources of technological information. (undercutting a counterargument)
  - Olga: Still your car is still not safe, since its maximum speed is very high. (alternative counterargument)
  - Paul: OK, I was wrong that my car is safe.
Inquiry Dialogue:

• Goal: To prove that a statement designated at the opening stage is true or false
• Cooperative
• Cumulativeness
  • Once a statement accepted as true at any point, statement must remain true
  • not always
• Negative aim : avoid retraction of proposition
Inquiry Dialogue Example:

• a1: The boy is innocent.
• a2: The boy is innocent if he is not proven guilty.
• a1: We assume the boy is not proven guilty.
• a2: The boy cannot be proven not guilty if he is guilty.
• a1: The boy is guilty if witness 1 is believable.
• a2: We assume the witness 1 is believable.
• a1: Witness 1 is not believable if it cannot be believed.
• a1: Witness 1 cannot be believed if it is contradicted by witness 2.
• a1: Witness 1 is indeed contradicted by witness 2.
• a2: The boy is guilty if witness 2 is believable.
• a1: We assume the witness 2 is believable.
• a2: Witness 2 is not believable if it cannot be believed.
• a1: Witness 2 cannot be believed as it has a poor eyesight.
• a2: Witness 2 indeed has a poor eyesight.
• a1: OK.
• a2: OK
Discovery Dialogue:

• Discover something not previously known
• The proposition that is to be proved true, determined during the course of dialogue itself.
• Participants began by discussing the purpose of the dialogue
• Tools
  • Criteria: used to compare one data item to another (e.g. cost, benefits etc.)
  • Test: procedure to ascertain the truth or falsity of some propositions
Discovery Dialogue Example:

- Two agents, Jenny and Amy, are planning a film night. They would like to jointly decide on a movie.
- Jenny: prefers fun movie, action movies, finishes by 10 o’clock.
- Amy: knows that Terminator is screening and is an action movie, finishes by 10 o’clock, no preference in selecting a movie.

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- Jenny: Let’s find a movie to watch.
- Amy: Sure, I know Terminator is an action movie.
- Jenny: That’s interesting. I think action movies are pretty fun.
- Amy: We can watch Terminator, as long as it has the right screening time.
- Jenny: Agreed. I think Terminator starts at the right time.
- Amy: Are you sure it won’t be too late?
- Jenny: It won’t be too late if it finishes by 10 o’clock.
- Amy: I see. Indeed Terminator finishes by 10 o’clock.
- Jenny: OK.
- Amy: OK.
Deliberation Dialogue:

• Do not have a central aim of proving that a particular proposition is true or false
• There is no burden of proof
• Explain something that questioner claims to fail to understand
• Important in science and philosophy
• Has a tendency to carried over into other types of dialogue
• The goal is the best course of action to do
• Taking all interests into account
• Optional proposal for group may not be optimal for individuals
Deliberation Dialogue Example:

• How to hang a picture?
  • Conclusion: need a hammer, and a nail
    • best way to hang the picture is on a nail
    • best way to put a nail in the wall is by means of a hammer

• Where shall we go for dinner tonight?
Negotiation Dialogue Example:

• negotiate on who will get the hammer and who will go in search of a nail
• negotiate a price for installing a new basement in the house
Information-seeking Dialogue Example:

• Need to phone a handyman, seeking the phone number
Eristic Dialogue Example:

• The goal of each participant is to verbally "hit out" at the other, and if possible, defeat and humiliate the other party

• In a scientific inquiry, criticizing a scientific argument by attacking the scientist personally for his alleged bad moral character
Questions?

Thanks for your attention.